FOCus
For Our Customers

(DIS)
Department of Information Systems

DIAMONDS training

DIS is currently providing DIAMONDS invoice training for many customers, and more training will be scheduled in the near future. DIS will soon provide training on the electronic billing feature of the new system. We will circulate more information when a training schedule is in place.

Customer Account Representatives will continue to distribute invitations to training events. If your agency, board, or commission hasn't received needed training, please contact your account representative.

Coming soon…On-line billing!

DIAMONDS discussion

DIS implemented a new billing system in the fall of 2006, and customers received their first bills from the system last November. The DIS Invoicing, Asset Management, Order Notification, Delivery System (DIAMONDS) was put in place to ease the management of accounts, as well as provide electronic billing and service orders for customers.

With a transition to any new system, there are a few obstacles to overcome. DIS appreciates the customer support received during the transition, knowing that the system will allow us to provide the best service possible. We do need your help as we try to clean up information in DIAMONDS. Please contact our billing department if you see anything on your bill that needs to be changed, and we will address that in a timely manner.

At this time, DIS customers are still receiving a hard copy of their bill. We retained paper billing to ease the transition to the new system for our customers, but customers will soon have the option to go paperless. A form will be posted to the DIAMONDS section of the DIS website to switch to electronic billing. We will notify you when the form is available.

When paying your bill each month, please remember that our accounts area receives hundreds of checks every billing period. Please make every effort possible to put your invoice number on the check. This will ensure that your check is posted to the correct account.

For any billing questions, please contact DIS Billing at 501.682.4010, or send your questions to dis.billing.inquiries@arkansas.gov. You may also contact your Customer Account Representative with any questions or concerns.

Do you want to subscribe?

Do you want to receive the DIS FOCus every quarter? Please contact your Customer Account Representative or DIS Communications at dis.communications@arkansas.gov.

Customer Feedback

We want to hear from our customers! If you have any feedback, comments, or problems that you would like to share with us, please go to www.dis.arkansas.gov and click on the Customer Feedback Mailbox. Fill out the feedback form, and the message will be forwarded directly to our Customer Relationship Management Administrator. Feedback from you will allow us to continually improve the service we provide our customers.

DIS Call Center

The DIS Call Center operates 24 hours a day, seven days a week, 365 days a year. Call Center Agents are always available to help you with any problems you are experiencing with DIS provided services. Agents will log information about your trouble and forward a trouble ticket to the appropriate DIS staff.

To contact the Call Center, you may call 501.682.HELP (4357), 1-800-435-7989, or e-mail information to DIS.CallCenter@arkansas.gov.

Customer Notification System

In order to keep our customers aware of any system work or outages, DIS established the Customer Notification System (CNS). CNS alerts customers about system changes and outages, both planned and unplanned, that may create any downtime of DIS hosted systems. With CNS, you can view notices on-line or subscribe to receive email notices specific to the operations of your agency. A 14-day calendar is also available to view any scheduled system maintenance.

When you receive a CNS notice for scheduled outages or changes, a window of eight business hours is available to express any concerns with system work. We want to coordinate with our customers' schedules to avoid any potential conflicts. Although maintenance may be scheduled at other times, system maintenance is typically performed on Sunday mornings between 6:00 a.m. and 12:00 p.m. We will alert potentially affected customers in the instance of needed maintenance during the week.

To subscribe or find more information about CNS, you can go to www.dis.arkansas.gov and click on the Customer Notification System tab.

Did you know?

Every customer is assigned a Customer Account Representative. Account reps can assist you with information about DIS provided services, help you with service issues, facilitate repairs, and much more. If you're not sure which account representative is assigned to your agency, please go to www.dis.arkansas.gov and click on Contact a Customer Account Representative.   You can search for your agency name and find the appropriate account rep to contact.

Service orders

The DIS service order group is standing by to assist you in reaching your IT goals. The group is available to help you with obtaining new services, as well as changing existing service. More information about DIS services and rates is available at www.dis.arkansas.gov under Products and Services. To contact the Service Order group, please call 501.683.0500 or submit an e-mail to dis.service.orders@arkansas.gov.
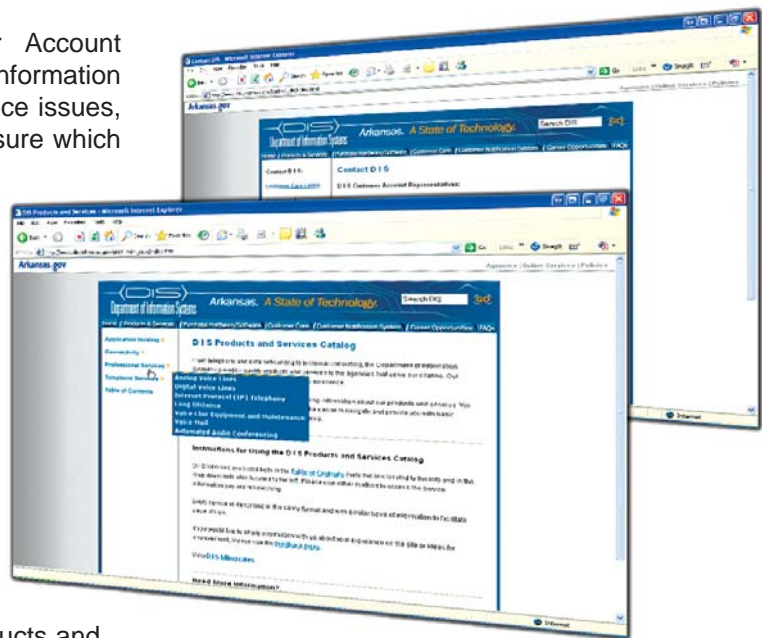
Daylight savings time alert

In 2005, the federal government created the Energy Policy Act to conserve energy. Originally, clocks would be set ahead one hour on the first Sunday of April and reversed on the last Sunday of October. This year, the time is set ahead one hour on the second Sunday of March (March 11, 2007), and reversed on the first Sunday of November (November 4, 2007). This change could lead to complications of time stamped data services. The Office of Information Technology has created a website www.cio.arkansas.gov/dst.html containing more information about this issue, what to do, and links to helpful resources. If you have any questions, please contact OIT at 501.682.4300.

Tech Tips

To help keep your network secure, become familiar with and follow State of Arkansas cyber security policies. You can review the state policies at www.techarch.state.ar.us/indexes/policies.htm.